



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**US Xchange of Illinois, L.L.C.**  
**Choice One**  
**Choice One Communications**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.60	1.90	2.50	2.00
B. Operator Answer Time - Information [730.510(a)(1)]	5.90	4.80	5.25	5.32
C. Repair Office Answer Time [730.510(b)(1)]	149.00 *	179.00 *	257.00 *	195.00 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	149.00 *	179.00 *	257.00 *	195.00 *
E. Percent of Service Installations [730.540(a)]	89.00% *	100.00%	100.00%	96.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	75.00% *	54.84% *	62.07% *	64.13% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.41	0.47	0.64	0.51
H. Percent Repeat Trouble Reports [730.545(c)]	15.90%	6.00%	8.90%	9.90%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on days from loop delivery from ILEC.



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